




<p align="center"><b>CERTIFICATE OF MAILING</b></p> <p>I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 22, 2009.</p> <p>Signed: <u></u></p> <p align="right">Cindy S. Kaplan</p>
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No.	:	10/840,126	Confirmation No.:	7255
Applicant	:	Robert Olsen et al.		
Filed	:	May 5, 2004		
TC/A.U.	:	2616		
Examiner	:	Wutchung Chu		
Docket No.	:	CISCP856		
Customer No.	:	26541		
Title	:	HIERARCHICAL QoS BEHAVIORAL MODEL		

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT C**

Sir:

In response to the Office Action of September 22, 2008, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 10 of this paper.